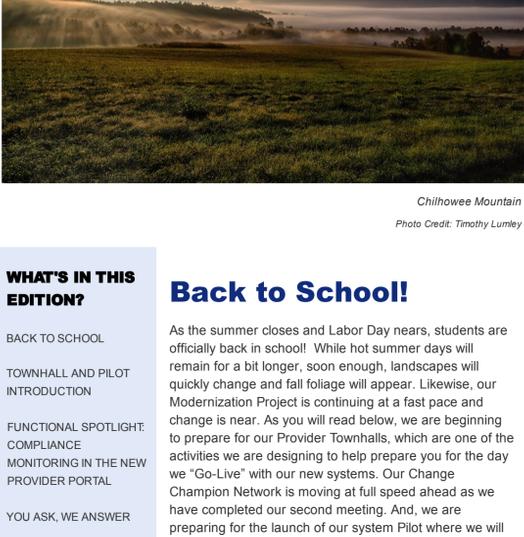




Child and Adult Care Provider Modernization Monthly

August 2021: 4th Edition



Chilhowee Mountain
Photo Credit: Timothy Lumley

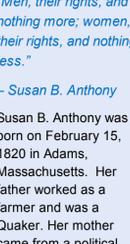
WHAT'S IN THIS EDITION?

- BACK TO SCHOOL
- TOWNHALL AND PILOT INTRODUCTION
- FUNCTIONAL SPOTLIGHT: COMPLIANCE MONITORING IN THE NEW PROVIDER PORTAL
- YOU ASK, WE ANSWER
- CHANGE CHAMPION NETWORK UPDATE
- LEADERSHIP UPDATE
- AUGUST'S CHAMPION OF CHANGE
- PUZZLE PALOOZA

Change Champion Network Update

On August 12, 2021, TDHS hosted its second Change Champion Network Meeting. In the session, we provided participants with a detailed timeline of important events to come, discussed how they can make the most out of their role as a change champion to engage both fellow providers and the Modernization Project Team, and gave them an overview of TDHS' new Billing and Payments System for its Fiscal Team. We also provided members of the Change Champion Network with support resources they can reference to bolster their understanding of the project and help fellow Providers understand it better as well.

Over the coming months, the Change Champion Network Members will be working to provide TDHS Staff with feedback on the new systems, our training plans, and other activities. All told, the Network will be playing a pivotal role in helping our new systems launch successfully in the near future!



August's Champion of Change

"Men, their rights, and nothing more; women, their rights, and nothing less."

— Susan B. Anthony

Susan B. Anthony was born on February 15, 1820 in Adams, Massachusetts. Her father worked as a farmer and was a Quaker. Her mother came from a political family in the state that fought in the American Revolution and was a Methodist. Susan had seven siblings.

Anthony's father was a staunch abolitionist and encouraged Susan to be active in fighting against slavery. Anthony's mother was a staunch advocate that Susan learn business skills so that she could, one day, be self-sufficient.

The family moved a few times during Anthony's childhood but settled in Rochester, New York in 1845. There, they became close with a group of Quakers that had left their congregation due to rules which limited their ability to pursue social change. One such member of the group was Frederick Douglass, an escaped slave and leader of the abolitionist movement. Douglass and Anthony became close friends.

Inspired by the Seneca Falls Convention, Anthony's church held the Rochester Women's Rights Convention of 1948, which Anthony's parents and sister attended. At the time, Anthony was working as the headmistress of a school in Northeast New York.

At the school, Anthony became frustrated that she was being paid less than men with similar jobs. When the school closed in 1849, Anthony moved home and joined the family's farm. While working there, she became increasingly involved with reform movements. And, soon enough, she left the farm to pursue this work full time.

In 1851, Anthony met Elizabeth Cady Stanton. Stanton had organized the Seneca Falls Convention and was a strong women's rights activist. Anthony and Stanton soon became close friends, and thereafter, colleagues, working together on social reform.

Anthony's career from that point forward became dedicated to a variety of social causes. She fought for women's suffrage, equal pay, an end to slavery, suffrage for African Americans, and worker's rights.

Anthony and Stanton formed the National Woman Suffrage Association in 1869, which lobbied for a Constitutional Amendment granting women the right to vote. In 1872, Anthony chose to vote despite an amendment not having yet been passed. She was arrested and fined, but the act brought the Women's Suffrage Movement into the national spotlight.

For the rest of her life, Anthony continued to fight for women's suffrage. Anthony passed away in 1906 at the age of 86. While not living to see it passed, the 19th amendment was ratified in August of 1920, officially granting women the right to vote. In honor of her bravery, dedication to advancing the rights of all, and remarkable achievements, Susan B. Anthony is August's Champion of Change.

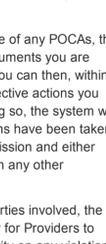
Back to School!

As the summer closes and Labor Day nears, students are officially back in school! While hot summer days will remain for a bit longer, soon enough, landscapes will quickly change and fall foliage will appear. Likewise, our Modernization Project is continuing at a fast pace and change is near. As you will read below, we are beginning to prepare for our Provider Townhalls, which are one of the activities we are designing to help prepare you for the day we "Go-Live" with our new systems. Our Change Champion Network is moving at full speed ahead as we have completed our second meeting. And, we are preparing for the launch of our system Pilot where we will first unveil our modernized systems (more on that below). In the meantime, we wish you all a happy Labor Day and are excited for the weeks to come!

Sincerely,

Child and Adult Care Services Leadership

Functional Spotlight: Compliance Monitoring in the New Provider Portal



Throughout the year, TDHS conducts monitoring visits with Providers to check that facilities are safe and in compliance with State guidelines. Some visits are announced, and others are unannounced. While critically important, scheduling these announced visits, documenting any violations, and reporting actions taken to address these violations can be challenging. Fortunately, the new Provider Portal will make this a seamless process for both Providers and TDHS Staff alike.

In the new Provider Portal, Providers will receive requests from TDHS Staff to schedule a monitoring visit to occur at a specific date and time. Providers will be able to confirm the appointment within the new Provider Portal. The Provider Portal will then show a record of their upcoming visit. If necessary, Providers can also communicate with TDHS to change their appointment time, which will be allowed only under specific circumstances.

Upon visiting a facility, Licensing Consultants will evaluate the facility for compliance with licensure rules and statutes and provide technical assistance to ensure the health and safety of children and adults. The Licensing Consultant will note any violations. If a violation is found and can be corrected immediately, it will be documented and marked as complete. If the violation cannot be corrected immediately, a POCA, or plan of corrective action, will be initiated.

The system will show you the due date of any POCAs, the details of the violation(s), and the documents you are required to submit to address them. You can then, within the Provider Portal, describe the corrective actions you took to resolve the POCA. Upon doing so, the system will notify TDHS staff that corrective actions have been taken. TDHS Staff will then review the submission and either close the POCA or reach back out with any other outstanding issues/questions.

While POCAs can be difficult for all parties involved, the new Provider Portal will make it easier for Providers to confirm their monitoring visits, get clarity on any violations from TDHS, and be able to efficiently and effectively address POCAs.

Townhall and Pilot Introduction

As the work of the Modernization Project continues, we are excited to announce the launch of our Provider Townhalls! During January and February, these virtual Townhalls will further introduce you to the Modernization Project, provide detailed demonstrations within the new systems being created, and answer your questions.

To help prepare us for the statewide launch of our new systems, we will first launch the modernized systems in three counties as part of a Pilot Program. These counties will have the opportunity to use the new system, provide feedback, and have access to strong support. Our first Townhall will prepare these counties for what to expect in the Pilot and guide them through the transition to our new systems. **We are excited to announce that Providers in Davidson, Hawkins, and Madison Counties will be our Pilot Participants!** If you are a Provider in one of the pilot counties, we will soon be communicating with you to discuss how our Pilot will work and what your involvement will look like.

While the first Townhall is dedicated to Providers in our Pilot Counties, there will be eight (8) additional Townhalls for Providers. The first seven (7) will provide content-based overviews and system demonstrations on many different parts of our modernized systems. Topics include:

- Logging In, Accessing the Dashboard, and Navigating the new Provider Portal
- Managing your Profile and Profile Updates in the new Provider Portal
- Processing your Annual Report and Plans of Corrective Action (POCAs) in the new Provider Portal
- Managing Enrollments in the new Provider Portal
- Checking in and out children using the new Time and Attendance System
- Uploading and Updating Attendance Information in the new Time and Attendance System
- Reviewing, Submitting, and Tracking your Electronic Attendance Verifications (EAVs) and Payments in the new Provider Portal

Following these content-based Townhalls, we will have one final Townhall titled our "Go-Live Jamboree!" This Townhall will serve as the final kick-off to the launch of our new systems statewide!

As we know the logistics of attending Townhalls can be challenging for many of you, we are doing our best to make these Townhalls as accessible as possible. Specifically, we will be:

- Hosting Townhalls virtually, allowing you to access them from anywhere;
- Holding Townhalls across various timeframes to accommodate Provider's busy schedules. Some will be in the morning, and others in the afternoon and in the evening;
- Recording all Townhalls so, if you cannot make a session, you can review the material at a later date;
- Continuing to solicit questions from you and your fellow Providers and will compile a Frequently Asked Questions sheet to keep you apprised of answers to common questions.

More information about Townhalls and our Pilot Launch will be communicated soon, but we are excited to introduce you to this exciting set of programming!

You Ask, We Answer



Listed below are some of the questions we received from Providers following the last edition of *Modernization Monthly*. If you have a question, we'd be happy to answer it! Just click the link below to send us an email and we may feature it in an upcoming Newsletter!

[Send us a question by clicking here!](#)

Recent Provider Questions:

1. How will this system integrate with our current time and attendance system? Will we need to switch to this new system and replace our existing one?

Answer: No, this new Time & Attendance system is optional. You are welcome to continue using your existing Time & Attendance system. If you choose to keep your current system, you will be able to upload the Time & Attendance data for children in the Child Care Payment Assistance Program through an Excel template into the Provider Portal.

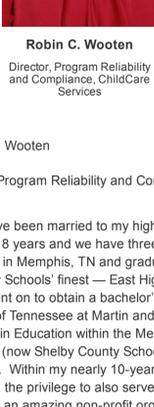
2. I am really excited about the new Time and Attendance system. When will it be available for use?

Answer: The new Time & Attendance system is scheduled to Go-Live near the beginning of next year. As we continue through the modernization process, you will be sent more specific logistical information on how to access the new system when it becomes available.

3. In the future, how will I be informed when scheduled monitoring visits will occur?

Answer: Within the new Provider Portal, you will receive a notice on when a scheduled monitoring visit will occur. You will be able to use the Portal to confirm a visit or reach out to TDHS to potentially reschedule it. However, as is TDHS policy, some monitoring visits will remain unannounced.

Leadership Update



Robin C. Wooten
Director, Program Reliability and Compliance, ChildCare Services

Name: Robin C. Wooten

Title: Director, Program Reliability and Compliance, Child Care Services

Short Bio: I have been married to my high school sweetheart for 18 years and we have three children. I was born and raised in Memphis, TN and graduated from one of Memphis City Schools' finest — East High School. After graduation, I went on to obtain a bachelor's degree from The University of Tennessee at Martin and soon after began a career in Education within the Memphis City Schools system (now Shelby County Schools) as an Interim Teacher. Within my nearly 10-year career in education, I had the privilege to also serve as a Lead Head Start Teacher at a licensed non-profit organization in Memphis, where I gained significant knowledge and a passion for Early Childhood Education and Early Literacy. I have been granted the opportunity to serve in various roles within Child Care Services since 2012. Now as a Director, I use my experience in the classroom, in the field, and as a parent and advocate for ECE to encourage and promote equitable change within the ECE arena. My goal each day is to make a difference and be a change agent in that process, whether that has been on the front line or behind the scenes.

Book(s) you are currently reading or podcast you are currently listening to: Interchanging between two books for personal and professional insight.

- Crucial Conversations: Tools for Talking When Stakes are High** by Kerry Patterson, Joseph Grenny, Ron McMillan, and Al Switzler
- Live Free: Exceed Your Highest Expectations** by DeVon Franklin

Favorite Movie of All-Time: Forest Gump

Favorite place to visit in Tennessee: Ruby Falls/Look Out Mountain

Reason you are most excited for this project: I am most excited about this Child Care Modernization project because it will allow our customers the opportunity to enter all requested information into one system, electronically. This system is being designed to be user-friendly, include access to system support — should the customer run into any issues and provide valuable resources that will be most helpful to providers and families. This project will also allow customers to engage and interact more with an assigned child care specialist and/or licensing consultant without extensive delays. I can appreciate the work that our field staff do on a daily basis and some of it is not easy to manage. With that, this project will allow my team within Program Reliability and Compliance to ensure consistency in practices across the state regardless of where our staff, customers, and families are. This modernization will allow our staff to focus on providing great customer service, guidance and support to the families and providers who care for children and adults each day. Great customer service and efficiency in processes are key in our transformation goals and I am thrilled that this project will provide that opportunity to our customers in Tennessee. Therefore, I am looking forward to continuing to build relationships and partnerships in order to make these efforts successful within our renewed Child Care Services Program. My hope is that customers are as equally excited about this transformation and Modernization as well!

Puzzle Palooza

V	N	O	I	P	M	A	H	C	E	G	N	A	H	C
P	N	U	E	O	S	J	D	R	R	Z	U	R	O	R
R	E	C	H	C	U	G	P	E	A	Y	K	N	B	
O	T	A	X	A	S	R	S	V	C	M	U	T	W	J
V	O	V	U	I	A	K	J	I	D	F	H	A	Z	C
I	O	P	Y	L	N	L	L	F	L	B	R	U	X	G
D	W	Y	I	Y	B	L	J	W	I	O	T	E	T	S
E	C	X	Y	F	A	G	M	P	H	Q	M	O	S	A
R	N	J	W	H	N	A	K	G	C	V	L	Q	U	F
P	I	F	N	W	T	U	K	D	W	I	L	P	V	S
O	B	W	X	B	H	M	K	M	P	S	S	N	Q	J
R	O	P	P	Q	O	K	M	D	D	K	T	R	C	V
T	R	K	Z	L	N	A	T	E	W	V	Z	N	X	X
A	T	C	F	W	Y	D	N	T	U	E	A	K	J	U
L	F	E	C	B	F	J	A	M	B	O	R	E	E	L

- TOWNHALL
- PROVIDER PORTAL
- CHANGE CHAMPION
- ROBIN C WOOTEN
- CHILD CARE
- EAV
- SUSAN B ANTHONY
- JAMBOREE
- PILOT
- POCA

Answer Key

V	N	O	I	P	M	A	H	C	E	G	N	A	H	C
P	N	U	E	O	S	J	D	R	R	Z	U	R	O	R
R	E	C	H	C	U	G	P	E	A	Y	K	N	B	
O	T	A	X	A	S	R	S	V	C	M	U	T	W	J
V	O	V	U	I	A	K	J	I	D	F	H	A	Z	C
I	O	P	Y	L	N	L	L	F	L	B	R	U	X	G
D	W	Y	I	Y	B	L	J	W	I	O	T	E	T	S
E	C	X	Y	F	A	G	M	P	H	Q	M	O	S	A
R	N	J	W	H	N	A	K	G	C	V	L	Q	U	F
P	I	F	N	W	T	U	K	D	W	I	L	P	V	S
O	B	W	X	B	H	M	K	M	P	S	S	N	Q	J
R	O	P	P	Q	O	K	M	D	D	K	T	R	C	V
T	R	K	Z	L	N	A	T	E	W	V	Z	N	X	X
A	T	C	F	W	Y	D	N	T	U	E	A	K	J	U
L	F	E	C	B	F	J	A	M	B	O	R	E	E	L

